

This listing of claims replaces all prior versions, and listings of claims in the instant application:

Listing of Claims:

1. (Currently Amended) A method for submitting a bug report, the method comprising:

requesting, using a Support Interface Module, a bug submission service from a first support host, ~~using a Support Interface Module for communicating with said first support host~~, said bug submission service having (i) a list of data to be collected on a host where a bug occurred, and (ii) a ~~second~~ support host return address, said first support host having a support services resource wherein said Support Interface Module is on said host where said bug occurred; and said Support Interface Module is for communicating with said first support host;

receiving, on said host, said requested bug submission service, from said first support host, including (i) said list of data to be collected on said host where said bug occurred and (ii) said support host return address ~~using said Support Interface Module~~;

collecting data, on said host, based on said list of data to be collected; and

sending said collected data from said host to said ~~second~~ support host return address using said Support Interface Module on said host.

2. (Original) The method according to claim 1 wherein said support services resource further comprises a directory of support host addresses.

3. (Currently Amended) The method according to claim 1 wherein said ~~second~~ support host return address ~~comprises~~ is

one of a first support host return address of said first support host and a third party support host return address of a third party support host.

4. (Original) The method according to claim 1 wherein said requesting, said receiving and said sending further comprises:

receiving said bug submission service request by the support interface module;

establishing overall control of said bug submission service request process; generating at least one session for said bug submission service request;

initializing communication control of said bug submission service request process; generating at least one transport for the at least one session; and transmitting and/or receiving data via the at least one transport.

5. (Currently Amended) A bug submission module comprising:

a receiver, on a host, for receiving, from a first support host, a bug submission service using a Support Interface Module for communicating with a first support host, said bug submission service having (i) a list of data to be collected on said host after a bug occurred and (ii) a second support host return address, said first support host having a support services resource wherein said receiver uses a Support Interface Module for said receiving; said Support Interface Module is on said host where said bug occurred; and said Support Interface Module is for communicating with said first support host;

a collector, on said host, coupled to said receiver for collecting data, from said host, based on said list of data to be collected; and

a sender, on said host, coupled to said collector for sending said collected data to said ~~second~~ support host return address using said Support Interface Module.

6. (Original) The bug submission module according to claim 5 wherein said support services resource further comprises a directory of support host addresses.

7. (Currently Amended) The bug submission module according to claim 5 wherein said ~~second~~ support host return address comprises is one of a first support host return address of said first support host and a third party support host return address of a third party support host.

8. (Original) The bug submission module according to claim 5 wherein said Support Interface Module further comprises:

a session handler for receiving a user request from a bug submission module and for controlling the activities of said Support Interface Module;

at least one session generated by the session handler for processing said user request;

a transport handler initialized by said at least one session for managing communications with said first support host; and

at least one transport generated by said transport handler for communication of said at least one session with said support services resource.

9. (Currently Amended) A host system comprising:

a Support Interface Module for ~~communicating~~ communications between the host system ~~with and~~ and a first support host having a support services resource; and

an application having a bug submission module, said bug ~~submitter~~ submission module including:

a receiver for receiving, from said first support host after a bug occurred on said host system, a bug submission service ~~using said Support Interface Module, said bug submission service~~ having (i) a list of data to be collected on said host system after said bug occurred and (ii) a ~~second~~ support host return address wherein said receiver uses said Support Interface Module for said receiving;

a collector coupled to said receiver for collecting data, on said host system, based on said list of data to be collected; and

a sender coupled to said collector for sending said collected data to said ~~second~~ support host return address using said Support Interface Module.

10. (Original) The bug submission module according to claim 9 wherein said support services resource further comprises a directory of support host addresses.

11. (Currently Amended) The bug submission module according to claim 9 wherein said ~~second~~ support host return address ~~comprises~~ is one of a first support host return address of said first support host and a third party support host return address of a third party support host.

12. (Original) The bug submission module according to claim 9 wherein said Support Interface Module further comprises:

a session handler for receiving a user request from a bug submission module and for controlling the activities of said Support Interface Module;

at least one session generated by the session handler for processing said user request;

a transport handler initialized by said at least one session for managing communications with said first support host; and

at least one transport generated by said transport handler for communication of said at least one session with said support services resource.

13. (Currently Amended) A bug submission module comprising:

means for requesting, using a Support Interface Module, a bug submission service from a first support host, using a Support Interface Module for communicating with said first support host, said bug submission service having (i) a list of data to be collected on a host where a bug occurred, and (ii) a second support host return address, said first support host having a support services resource wherein said Support Interface Module is on said host where said bug occurred; and said Support Interface Module is for communicating with said first support host;

means for receiving, on said host, said requested bug submission service, from said first support host, including (i) said list of data to be collected on said host where said bug occurred and (ii) said support host return address using said Support Interface Module;

means for collecting data, on said host, based on said list of data to be collected; and

means for sending said collected data from said host to said second support host return address using said Support Interface Module on said host.

14. (Original) The bug submission module according to claim 13 wherein said support services resource further comprises a directory of support host addresses.

15. (Currently Amended) The bug submission module according to claim 13 wherein ~~said second support host return address comprises a first support host address~~ said means for sending said collected data from said host to said support host return address using said Support Interface Module on said host further comprises:

means for sending said collected data to at least one of a first support host return address of said first support host and a third party support host return address of a third party support host.

16. (Original) The bug submission module according to claim 13 wherein said means for requesting, said means for receiving, and said means for sending further comprise:

means for receiving said bug submission service request by the support interface module; means for establishing overall control of said bug submission service request process; means for generating at least one session for said bug submission service request; means for initializing communication control of said bug submission service request process;

means for generating at least one transport for the at least one session; and means for transmitting and/or receiving data via the at least one transport.

17. (Currently Amended) A computer-readable medium having embodied therein computer program instructions for a method for submitting a bug report to a support host, the method comprising:

requesting, using a Support Interface Module, a bug submission service from a first support host, ~~using a Support Interface Module for communicating with said first support host~~, said bug submission service having (i) a list of data to be collected on a host where a bug occurred, and (ii) a ~~second~~ support host return address, said first support host having a support services resource wherein said Support Interface Module is on said host where said bug occurred; and said Support Interface Module is for communicating with said first support host;

receiving, on said host, said requested bug submission service, from said first support host, including (i) said list of data to be collected on said host where said bug occurred and (ii) said support host return address using said Support Interface Module;

collecting data, on said host, based on said list of data to be collected; and

sending said collected data from said host to said second support host return address using said Support Interface Module on said host.

18. (Previously Amended) The computer-readable medium according to claim 17 wherein said support services resource further comprises a directory of support host addresses.

19. (Currently Amended) The computer-readable medium according to claim 17 wherein said ~~second~~ support host return address ~~comprises~~ is one of a first support host return address of said first support host and a third party support host return address of a third party support host.

20. (Previously Amended) The computer readable medium according to claim 17 wherein said requesting, said receiving and said sending further comprises:

receiving said bug submission service request by the support interface module; establishing overall control of said bug submission service request process; generating at least one session for said bug submission service request;

initializing communication control of said bug submission service request process; generating at least one transport for the at least one session; and

transmitting and/or receiving data via the at least one transport.